

A Practical Approach to Project Quality Management

2 Day Seminar

About This Seminar

Every organization can benefit from a project management approach that focuses on quality and customer satisfaction. This two-day interactive seminar examines factors that affect project quality, and identifies methods for enhancing both technical results and project management processes. It is designed to provide project managers, project team members, and business managers with an understanding of how each person in the organization contributes to project quality and customer satisfaction. Attendees will be introduced to tools and techniques that support more effective project quality management and communications in the increasingly competitive business environment.

Who Should Attend

Project managers, product managers, project team members, executives, middle management, first-line supervisors, system support personnel, owners, contractors, and suppliers involved in implementation and control of projects.

Seminar Outline

Module 1: Project Quality and Business Success Factors

- What is Project Quality Management?
- Business Success Factors
- Project Success Factors
- Project Quality and Customer Satisfaction

Module 2: Quality and Project Processes

- Initiating Processes
- Planning Processes
- Monitoring & Controlling Processes
- Executing Processes
- Closing Processes

Module 3: Quality Improvement in the Project Environment

- Quality versus Grade
- Proprietary Approaches
- Non-Proprietary Approaches
- Other Quality Approaches
- Establishing Valid Requirements
- Quality Control versus Quality Improvement

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Module 4: Project Quality Activities

- Quality Planning Process
 - Benefit/Cost Analysis
 - Benchmarking
 - Flow Charting
 - Design of Experiments
 - Cost of Quality
 - The Quality Management Plan
- Perform Quality Assurance Process
 - Quality Audits
 - Quality Improvements
 - Lessons Learned
- Perform Quality Control Process
 - Inspections & Testing
 - Control Charts
 - Pareto Charts
 - Statistical Sampling
 - Trend Analysis
 - Defect Repair Reviews

Module 5: Quality Management Workshop

- Developing a Project Quality Policy
- Developing a Quality-Focused Project Plan
- Implementing an Effective Project Quality Plan
- Practical Suggestions (“Tips”) for Project Managers
- Sample Project Quality Management PMP Exam Questions